



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Programme Manager

Department/Division: Summer School, International & Executive Programmes
Accountable to: Head of Executive Education (Programme Delivery)

Competency	Criteria	E/D
Knowledge and experience	• Experience of programme or project management in a commercial or Higher Education setting.	E
	• Experience of providing excellent customer service.	E
	• Experience of working with people from different nationalities and cultures.	D
	• Experience of effective partnership working with senior academics or stakeholders	D
	• Experience of working with executives or a similar audience.	E
	• Educated to degree level or equivalent.	D
	• Excellent knowledge of Microsoft Outlook and Office (Word, Excel and PowerPoint).	E
Liaison and networking	• Performance and target driven	E
	• Ability to liaise effectively with internal and external clients	E
	• Ability to maintain trust, confidentiality and discretion	E
	• Ability to initiate and build internal networks.	E
Communication	• Excellent interpersonal and communication skills, with the ability to adapt their approach to fit the audience.	E
	• Confidence in communicating with senior-level executives and academic faculty	E
	• Ability to communicate effectively in writing and verbally.	E
Teamwork and motivation	• Dedicated team player with the desire to grow within an organisation	E
	• Highly professional, flexible and committed to going above and beyond the remit of the role to achieve and	E



	<p>exceed targets</p> <ul style="list-style-type: none"> • Tenacious and self-motivated approach to work • Ability to plan and organise own workload and consistently meet deadlines • Ability to manage problems with sensitivity and tact, recognising when escalation is required. 	<p>E</p> <p>E</p> <p>E</p>
Service delivery	<ul style="list-style-type: none"> • Ability to effectively manage conflicting demands and expectations. • Excellent organisational skills and the ability to develop efficient and effective procedures and practices for the management of the programme. • Ensure systematic processes are in place. • A focus on the continued improvement of the programmes, with the ability to proactively identify areas for development. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.